

<i>Service</i>	<i>Standard</i>	<i>Surveillance</i>
Provide recommendations for an efficient resource management program. IAW para 2.2.2.1.	Projections and recommendations allow available funding to support family program.	Resources are not depleted prematurely or over-committed.
Analyze wing family readiness budget. IAW para 2.2.2.2.	Budget analysis and reports are on time, accurately depict family program needs and impacts of lack of funding.	Shortfalls are avoided and program activities continue without interruption.
Provide input to the COR to accommodate family needs during members duty. IAW para 2.2.2.3	Input and plans are clear and concise.	75% of recommendations are accepted. Valid feedback from volunteers and family members is positive.
The contractor will identify available community resources. IAW para 2.2.2.4	Community resources are known, accurate contacts listing ensures they can be reached, successful coordination ensures support is available when needed.	Review by COR.
Coordinates conferences, workshops, and meetings on family readiness and support issues. IAW para 2.2.2.5	Wing/GSU members are aware of and represent wing at conferences, workshops, and meetings. Contractor may also attend as needed.	Monitored by the COR.
Administer volunteer program. IAW para 2.2.2.6	Track and record volunteer hours and other volunteer related data for trend analysis and recognition purposes. Plan volunteer training and maintain literature.	Volunteer data is current and available and volunteers receive needed training and literature.
The contractor will compare the unit family readiness and support policies and practices with AF and NGB family	Wing/GSU program follows AF and NGB policy	Internal periodic compliance review inspections.

readiness and support directives/regulations. IAW para 2.2.2.7.		
The contractor will attend staff meetings periodically to report on family readiness and support. IAW para 2.2.2.8.	Contractor will be prepared to report on programs, status and events at least once per quarter.	Monitored by the COR.
Plan annual and deployment related activities, briefings and events that focus on fostering a sense of community and the communication of information. IAW para 2.2.2.9.	Contractor will make needed contacts and coordination to plan deployment related activities, briefings and events.	Activities, briefings and events are properly coordinated, monitored by COR.
Develops and submits to the COR for approval, quarterly Family Readiness newsletter. IAW para 2.2.2.10.	At a minimum the newsletter should include family readiness points of contact, upcoming events, resource listings and information on how to volunteer and the benefits of volunteering.	COR monitors all publication suspense dates and review content for compliance.
Develop articles for the Wing, State, and National family newsletters /newspapers. IAW para 2.2.2.11.	Articles highlight family program activities.	COR monitors all publication suspense dates and edits for format.
Develop and submit flyers to the COR for all unit related family events. IAW para 2.2.2.12.	Flyers developed and submitted NLT 10 days prior to event 95% of the time	COR monitors
Create and maintain content for unit family website. IAW para 2.2.2.13.	Website content current and relevant to family readiness.	COR monitors
Assess and identify Wing/CRTC/GSU family issues, trends, needs,	Use appropriate research methods and deliver analytical	Review by COR.

program priorities, and program effectiveness. IAW para 2.2.3.	products in requested format	
Provide to COR written monthly, quarterly and annual reports, giving statistics and descriptive narrative of the Wing/ CRTC/GSU Family Readiness and Support Program and contractor activities. IAW para 2.3.1.	Complete, accurate reports are provided on time in an acceptable format. IAW paragraph 2.3.2	Content reviewed and deadlines monitored by COR.
Contractor will keep a written schedule of specific, current daily activities and provide that written schedule of activities on a monthly basis. IAW para 2.4.	Reports submitted IAW paragraph 2.3.2	Monthly review by COR.
Contractor will be available for service. IAW para 2.10.	Contractor will be available or make arrangements such that contract tasks are completed.	Review by COR